

GENERAL CONDITIONS OF SALE

The rental of a location or a rental implies the total acceptance of the conditions of sale described below, by the contracting parties.

BOOKING CONDITIONS

The booking option is valid for 10 days. Without confirmation from you within 10 days of your contact, the option is cancelled. The booking becomes effective only with written confirmation from the campsite, after receipt of the deposit.

The campsite offers family-oriented stays, in the traditional sense. The campsite reserves the right to refuse any reservation that would be contrary to this principle, or that would seek to divert it.

The reservation of a campsite or rental property is made on a strictly personal basis. You may not under any circumstances sublet or transfer your reservation without the prior consent of the campsite.

Minors must be accompanied by their parents or legal guardians.

CAMPSITE

The basic package (Nature package) includes the bare pitch for the tent, caravan or camper van for 1 or 2 people, 1 car, access to toilets and reception facilities.

Additional costs (additional person, additional vehicle, additional tent, pet, etc.) are not included in the package and will be added to it.

The Comfort package corresponds to the Nature package + 6 amp electricity (1380 watts).

A pitch can accommodate a maximum of 6 people (including young children).

You can give your preferences, as far as possible we will try to satisfy your request. However we cannot guarantee your choice. We reserve the final choice, in order to ensure the proper management of the schedule.

RENTAL ACCOMMODATION

Our prices include people (2 to 5 depending on the capacity of the accommodation), water, gas, electricity, a vehicle, access to reception and sanitary facilities.

Sheets (mandatory) and towels are not included and can be rented upon prior reservation.

The campsite reserves the right to refuse access to the campsite to groups or families arriving with a number of participants greater than the capacity of the rented accommodation.

All rentals are non-smoking. Tobacco and electronic cigarettes are prohibited inside the tents.

Any complaints about damaged or missing equipment must be promptly reported upon receipt.

GROUP RESERVATION

Any multiple booking by the same natural person or by different natural persons, but knowing each other and traveling together for the same reasons on the same dates of stay is considered a group. For any group booking request, you must contact the campsite by telephone, by e-mail or via our section: Contact and Reservation.

The campsite reserves the right to study the reservation request before accepting or refusing it.

PRICES

The prices indicated are valid for the current year. They correspond to one night for pitches, or can be per week for rentals, and are in euros, VAT included.

We reserve the right to adjust our prices in the event of a change in the tax rate or VAT rate.

TOURIST TAX AND ENVIRONMENTAL CONTRIBUTION

The tourist tax is set at €0.22 per night per person aged 18 and over. It is paid to the municipal authorities.

The environmental contribution corresponds to a budgetary impact of the waste reprocessing tax: waste water, household waste, selective sorting, bulky items, environmental protection. Its amount is determined per person and per day and varies depending on the destinations.

The tourist tax and environmental contribution are to be paid upon payment and appear separately on the invoice.

RULES OF STAY

1) Accepted payment methods

French bank or postal check, paper or connected French holiday vouchers, cash, bank transfer.

2) Payment conditions

Payment of deposit upon reservation:

They must be paid within 10 days of receiving a booking option email. After this period, if we have not received your payment, your option will be cancelled.

Payment possible by bank transfer.

This reservation only has contractual value upon receipt by the buyer of a registration confirmation issued by the campsite after receipt of the deposit.

For bare pitches:

- The deposit corresponds to 30% of the total amount of the stay (with a minimum of €100).

For rental accommodation:

- For reservations made more than 30 days before the start of the stay, the deposit corresponds to 30% of the total amount of the stay (with a minimum of one night).

- For reservations less than 30 days before arrival, the entire stay is payable upon reservation.

The balance of the stay must be paid at the latest:

– For bare pitches: at the latest the day before departure

– For rental accommodation: 30 days before the start of your stay

In the event that the balance is not paid within the time indicated, it is considered cancelled and our cancellation conditions described below apply.

3) Last minute booking

Any rental reservation made less than 30 days before the departure date must be paid in full.

4) Late arrival and early departure

No reduction or refund will be granted in the event of late arrival or early departure, nor in the event of absence for one or more days during the stay.

5) No-show at the campsite

For a rental or pitch reservation that is not occupied at 7 p.m. on the scheduled arrival day and in the absence of a message justifying a delay, the pitch can be re-let the next day from 12 p.m. After this deadline and without written news from the customer, the reservation is cancelled without reimbursement.

6) Rental security deposit

For rental accommodation, a security deposit of €150 will be requested upon arrival, which will be returned to you at the end of your stay and at the latest within eight days by post from your departure. The campsite reserves the right to keep part or the total amount in the event of damage to the accommodation and its contents and/or equipment on the campsite. The campsite also reserves the right to deduct an amount corresponding to the cleaning costs if this has not been carried out upon departure.

CANCELLATION AND MODIFICATIONS

1) Changing your reservation

The customer may request a change to their stay by sending a written request to the campsite (by mail or email) subject to availability and possibilities. In the absence of a possible change, the customer must complete their stay under the initial booking conditions or cancel it.

2) Cancellation by the customer

Any cancellation must be notified in writing (email or letter), which will take effect from the date of receipt of the letter. Fees may be retained depending on the date you cancel.

Cancellation of a bare location:

- cancellation on the same day or the day before: 100% of the amount of the stay.

Cancellation of rental accommodation:

- between 60-31 days before the arrival date: the fees correspond to the amount of the deposit, i.e. 30% of the total stay (with a minimum of €100).

- less than 30 days: 100% of the total amount of the stay

The campsite does not refund amounts already paid.

In the specific case of an online reservation with a bank card as a guarantee, the campsite may debit the customer according to the cancellation conditions above.

We therefore recommend that you take out cancellation insurance which can reimburse you for these costs depending on the case.

3) Cancellation by the campsite

In the event of cancellation by the campsite, except in cases of force majeure, the deposit will be refunded. However, this cancellation will not give rise to the payment of damages.

YOUR STAY

1) Arrival

Arrival is possible from 3 p.m. for pitches or 4 p.m. for rentals (until 7 p.m. or 6:30 p.m. in low season)

For any electrical connection (slots), remember to bring an extension cord and a European plug.

Connecting electric vehicles to the charging stations on the pitches is strictly prohibited (risk of fire due to overheating).

2) During your stay

It is the camper's responsibility to ensure: the camper is responsible for monitoring his personal belongings (bicycles, etc.).

The campsite management declines all responsibility in the event of an incident falling under the civil liability of the camper.

Each tenant in title is responsible for any disturbances and nuisances caused by people staying with them or visiting them.

Visitors must be declared at reception. Additional cars and visitors will be charged at the campsite rate. Visitors are not allowed to use the swimming pool for insurance reasons.

All customers are required to comply with the provisions of the campsite's internal regulations and the swimming pool regulations, otherwise they will be expelled.

3) Departure

Formalities must be completed the day before departure. Payments can be made by check, transfer, ANCV holiday vouchers or cash.

The pitch must be vacated before 11 a.m., the rental before 10:30 a.m. After this time, you will be charged for an additional night.

When you leave, the location must be left clean, without any rubbish or damage.

The rental properties must be returned to their original condition (tidying up, cleaning and emptying the trash). The cleaning fee of €50 may be retained if the cleaning is not done properly.

ANIMALS

Dogs of the 1st and 2nd categories are not accepted. Animals are accepted with prior agreement (except in rental properties), for a fee payable when you book. When they are allowed, they must be kept on a leash at all times. They are prohibited from the toilets and swimming pool. They must not under any circumstances be left alone, even locked up, in the absence of their owners. The vaccination record must be up to date.

COMPUTING AND FREEDOM

The information you provide to us at the time of your reservation is confidential and will not be passed on to third parties under any circumstances. In accordance with the Data Protection Act, you have the right to access, rectify and oppose any personal data concerning you. To do this, simply send us your request in writing.

INTERNAL RULES

Internal regulations are posted at the reception of the establishment and available upon request. All campers must have read the internal regulations as well as the general conditions of sale and must apply them to the rule under penalty of termination of the contract.

The swimming pool rules are displayed at the entrance to the pool.

These regulations and general conditions of sale are also accessible on the website.

COMPLAINTS

Any possible complaint following a stay must be made in writing and sent by registered letter with acknowledgment of receipt within 20 days of your stay.

The contact details of the mediator likely to be contacted by the client are as follows: CM2C - 14 rue Saint Jean 75017 Paris - cm2c@cm2c.net.

APPLICABLE LAW – LANGUAGE

These General Terms and Conditions of Sale and the transactions resulting therefrom are governed by and subject to French law. These General Terms and Conditions of Sale are written in French. In the event that they are translated into one or more foreign languages, only the French text shall be authentic in the event of a dispute.